SPARES NEWSLETTER



Dear Spares team,

Why do we need another Spares Newsletter ??
The answer is simple : to reinforce the feeling of playing in the same team !
Despite the distance in between the 4 Spares Centres and despite the cultural differences, I'm convinced that we are all interested and concerned with what's happening over there…
Behind this newsletter, my intention is clear to strengthen the cooperation in between the Spares Centres, to share the same vision of our expected performance, to align process and tools … in a nutshell, to act as one team.

So let's welcome this 1st Newsletter release. You will find few articles about important projects, and not so important topics… It is made for you, feel free to feedback and suggest improvement.

From a business point of view, very good 1st half of the year with a level of activities never seen so far. It is slowing down in September and October, surely because most of our customers have filled out their warehouse before fall.

Now we are in the beginning of high season. Worldwide shortage of raw material, energy supply and industrial capacity impact all industries and Vaillant Group necessarily. This is already visible for our appliances, where the level of shortfalls is the highest ever.
For Spares, we are so far doing good, mostly because we took the decision in spring 21 to increase our stock and boost internal spares production in advance. Despite this, we already see difficulties on PCB, Expansion vessels, pumps…

Yes the next months will probably be tricky :
we will need all your strength and passion to succeed in delivering the best service to our customers ! I count on you and wish you all the best.
Keep safe and continue to be careful.



JEANS-LOUIS BARILLON

Director Group Spare Parts

RESTART & WELCOME BACK WITH CLEAR DESK CONCEPT IN B7 !





After months of working in the home office during the lock down of COVID 19 we welcomed back the colleagues in the offices of B7 on 20th September 2021.

Due to the new home office regulation, the building in B7 has been reconstructed into the Clear Desk Policy.

CLEAR DESK POLICY

Desks were replaced into height-adjustable desks, cabinets were partially disposed of and desk drawers were skipped. Now the colleagues can use the personal lockers to put all their staff inside. Furthermore new meeting rooms and meeting corners were set up.





CREATION OF THE CENTER OF COMPETENCES

As we are working from different locations with different histories, not all our operational processes are aligned and standardized, despite the good collaboration in between the teams.
Standardization (on best practices) is a corner stone to drive the performance further up, and allow a good implementation of the new SAP release (DPW).

We therefore have decided to set up a cross-functional organization called Center of Competences which must make sure that :

- Our processes are described, implemented and respected in all locations.
- The quality of operations (planning, procurement, production, picking, shipment) is measured and in line with expectations

COC is organized per workstreams as shown below :



SPARES CENTRE NANTES - KARDEX PROJECT

Dec 2020 — Beginning of project

Half-year 2021 — Building

Weeks 38 & 39 — Nightshift for Kardex loading

Week 40 — Start using new Kardex







Means :
2 additional tray storage systems named "Shuttle"

Target :
Productivity improvement
Quality increase for customers orders preparation

How :
Using the 10 meters maximum height of the building to increase storage capacity

Main challenges
Internal IT
WMS

Complete finalization
Still some minor topics to be resolved
Nowadays 6 active Kardex

Contact :

YANNIS RAPIN
Spares Centre Director



FRÉDÉRIC LEMONNIER
Operation Manager



NEW UK SPARES CENTRE



Due to the Heat Pump market growth in the UK it was decided and agreed by the MD's that a production facility was required to ensure sufficient capacity and competitive reaction to the market

To enable a launch of the facility in Belper there was a need for more productive floorspace and to ensure production facilities remained in the same facility the only feasible option was to utilize the Spares Parts warehouse.

Due to the urgency of the Heat Pump project a relocation of the Spares Warehouse Operation needed to be imminent and before our Heating Season to ensure we minimise any impact to our service levels.

Following selection of the warehouse we considered location, travel links, local amenities for staff and capacity for growth.

The re-location of the operations and stocks including the new racking installation and IT and electrical infrastructure was completed enough within 6 weeks to enable us to be operational in the new Castlewood business Centre which was a remarkable achievement with no down time between operations and dispatch.

As the racking continues to be installed while operational we are challenged with an decrease in our efficiency as there is a need to pick orders from manual locations instead of pallet picking locations.

We are able to minimise delays in deliveries by working 7 days a week with Day and night shifts to ensure our Service Organisation and customers continue to receive spare parts until we can resume to our normal Operational layout.







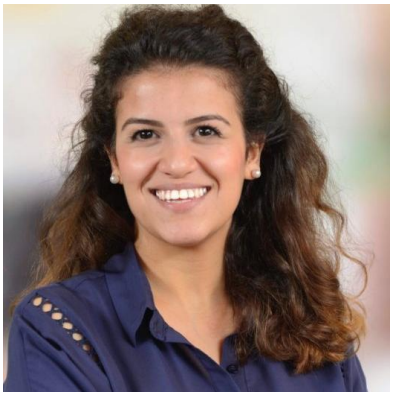
NEW LABEL PRINTER IN SKALICA

"Implementation of new color label printer in Skalica as a replacement for old black/white thermotransfer label printer brings more effectivity and faster processing in packaging of spare parts. Old solution required pre-printed labels with brand logos (Vaillant, SDBG or Demir Dokum), supplied from external supplier, and changing the different windings according to the currently packed brand", says Milan Malik (on the picture), who took the major part in implementation of VIPColor VP650 Color Label Printer.



protherm

LET'S INTRODUCE 2 MEMBERS OF THE S PARE PARTS TURKEY



YASEMIN ALINDI - TECHNICAL SPECIALIST

I finished my bachelor degree as a Mechanical Engineer.

For the beggining I worked on Volkswagen TR spare part warehouse as a planning trainee.Then I started to work on Vaillant Group After Sales Services as a reporting specialist, I've been working as a Spare Part Technical Specialist since 2019.

My major tasks are when there is a product launch or any update for an existing product, I complete to spare part life cycle with Vaillant Group Standarts.To complete this process I should have many contact and improvement on my daily business.

I have many reason to be motivated in Vaillant Group.It catch me dynamic that our targets for the climate parallel caring about our portfolio, that increasing our works and impress each point of our business area.



YALÇIN KIRANLI - TECHNICAL RESPONSIBLE

I graduated from Business Administration department.

I started to work on Demirdöküm as an assembly worker, then I joint to the R&D on 2007.Between 2010-2011 we succeed to SAP migration as R&D SAP Migration Team Leader.I did the Data Release tasks untill 2017 then I started to work with Spare Parts team.

I am so happy to be a part of International Team.

NEW BORNS!



Congratulations to Katharina Grund on the birth of her son who has been born on August 05th 2020.



Congratulations to Jessica Hauser on the birth of her daughter who has been born on August 23rd 2020.





Congratulations to Svenja Dombrowski on the birth of her son who has been born on January 03rd 2021.



Congratulations to Daniela Berger on the birth of her daughter who has been born on August 22nd 2021.